Project Planning Phase
Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	12-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve Now: Your Platform For Online Complaints
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Product Backlog & Sprint Schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Authentication	USN-1	As a user, I can sign up and log in securely.	3	High	Manntasha,Priyanka
Sprint-2	Complaint Submission	USN-3	As a user, I can submit a complaint with relevant details and documents.	2	High	Varun
Sprint-3	Complaint Tracking &	USN-4		3	High	Varun,Vamsi

	Communicati on			As an agent, I can view and manage complaints assigned to me.			
		USN-5	As a user, I can track the status of my complaint in real-time	2	High	Priyanka
		USN-6	As a user, I can chat with the assigned agent regarding my complaint.	2	Mediu m	Manntash
Sprint-4	**Complaint cancellation and integration of chatbot**	USN-7	As a user, I can chat with chatbot regarding issues of the complaints.	3	High	Manntasha,Varun
		USN-8	As a user, I can cancel the complaint if the issue resolved.	2	Mediu m	Vamsi
		USN-9	As a user, I can talk with chatbot regarding the complaint cancellation and update status.	2	Mediu m	Varun

Project Tracker, Velocity & Burndown Chart

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	12 June 2025	13 june 2025	20	13 june 2025
Sprint-2	20	6 Days	14 June 2025	15 june 2025	20	15 june 2025
Sprint-3	20	6 Days	16 June 2025	17 june 2025	20	17 june 2025
Sprint-4	20	6 Days	18 June 2025	19 june 2025	20	19 june 2025